Wanetics
RELEASE 4.0

April 2006

Wanetics Reception Console
User Guide

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Welcome

The Wanetics TelPack Reception Console is a carrier class IP Telephony Attendant Console for use by receptionists, or telephone attendants, who manage and screen inbound calls for enterprises.

The Reception Console is a feature-rich desktop application that is fully integrated with the TelPack platform. The application delivers the following benefits to users:

- Easy to use design that follows the workflow of a call from the top to the bottom of the screen.
- Intuitive business processes as only 'valid' options are presented to the attendant.
- Professional call handling as critical information is available in 'real time'.
- Accurate delivery of messages via a one step process when people are unavailable.

Getting Started

After you have installed Wanetics TelPacks Reception Console, you should read the following topics to start using its many features quickly and easily:

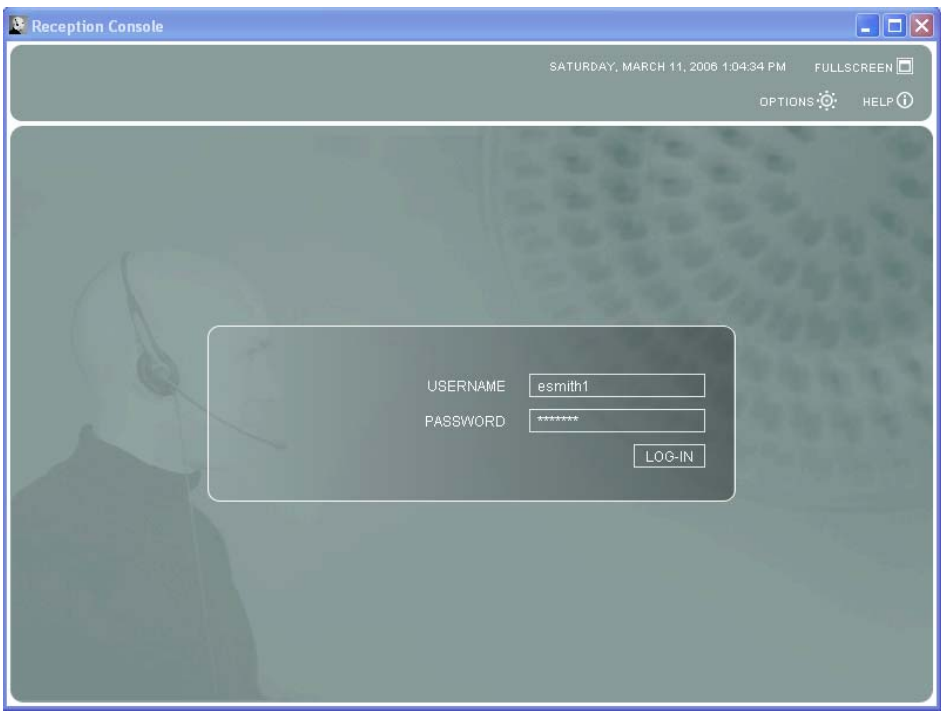
- First Use
- Subsequent Use

First Use

When starting Wanetics Reception Console for the first time, several items need to be correctly configured or checked. These steps are outlined in this section. To start Wanetics Reception Console on subsequent occasions follow the procedure in the topic entitled Subsequent Uses.

Click on the Wanetics Reception Console shortcut on your desktop, which should be displayed as:

Wanetics Reception Console will start and you will be presented with the following login interface.



Click the **Options** button 

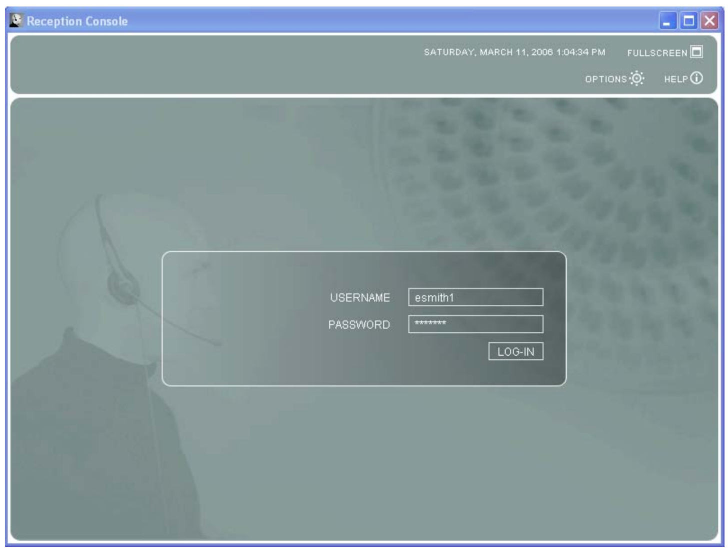
located in the top right hand corner of the login screen.

1. Click on the **Accounts** tab and enter your service provider username and password. If you are unsure of your user name and password contact your service provider.
2. You can also select the **Save Username** and **Save Password** option so that your username and password will be remembered on your machine.

Subsequent Use

Click on the Wanetics Reception Console shortcut on your desktop, which should be displayed as:

Wanetics Reception Console will start and you will be presented with the following login page:



1. Enter your username and password. If you are unsure of your username and password, please contact your service provider.
2. Press the LOGIN button.

Main Interface

After you login successfully, the main interface of Wanetics Reception Console will be displayed. The main interface is separated into the following five sections:

- Menu Panel
- Switchboard Panel
- Contact Directory Panel
- Call Options Panel
- Call Control Panel

Menu Panel

This panel is located at the top of the application and is visible at all times. The panel contains the following information:

- Window Control Buttons (Minimize, Restore, Maximize, Full screen)
- Options
- Help
- Log in Information
- Time and Date Labels
- Call History
- Log Out

You will notice that more elements are present in the Menu Panel after login.

Before Login

After Login

Logged In As Label

This displays the name of the operator currently logged into Wanetics TelPacks Reception Console.

Time & Date Label

The time and date information displayed is taken automatically from your computer's operating system.

FullScreen Option

Allows the user to expand the GUI so that it fills the entire monitor screen.

Logout Button

Logs you out of Wanetics Reception Console and returns you to the login interface screen. This is useful if a new operator is to use the application.

Call History Button

Displays the **CALL HISTORY** dialog box where you can view a record of missed calls, received calls, numbers dialed, transfer count and average hold time. The call history feature of Wanetics Reception Console lets the operator view records for a specific date period. The records include:

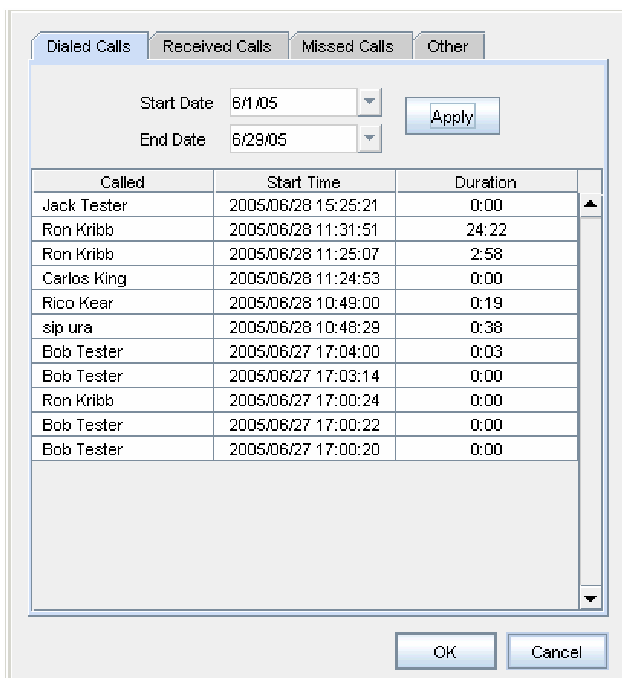
- Missed calls
- Received calls
- Dialed numbers
- Average hold time
- Transfer Count

All these records can be seen according to archiving interval periods you choose. Call History archiving may occur Daily, Weekly or Monthly. To change your Call History archiving go to the Other tab within the Options dialog box. To modify the time period of the Call History records see the 'Changing the Observed Time Period' section below.

Dialed Calls

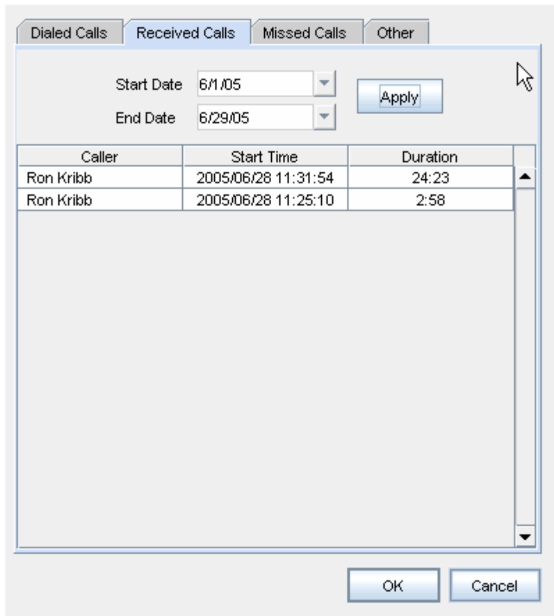
To see dialed calls click the **DIALED CALLS** tab. Records contain the following information for the time period you choose:

- The name of the person called for internal numbers (where available from the company directory)
  - The number of the person called for external numbers or the internal number when no name is available.
- The start time of the call
- The duration of the call in minutes and seconds



Received Calls

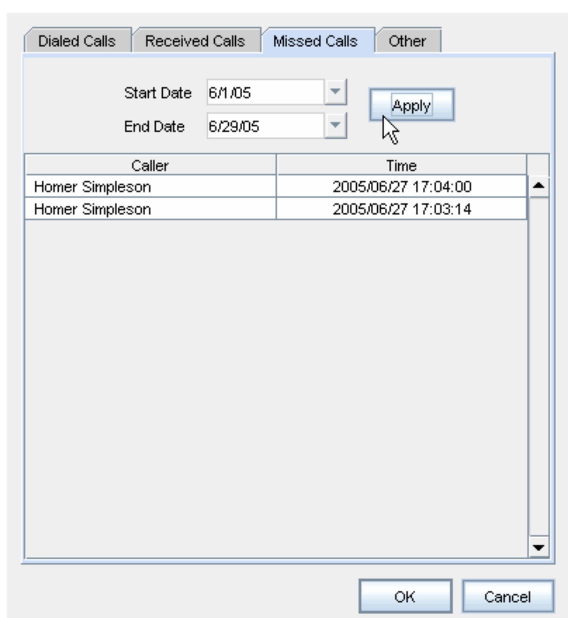
To see received calls click the RECEIVED CALLS tab. Records contain the following information for the time period you choose:



Missed Calls

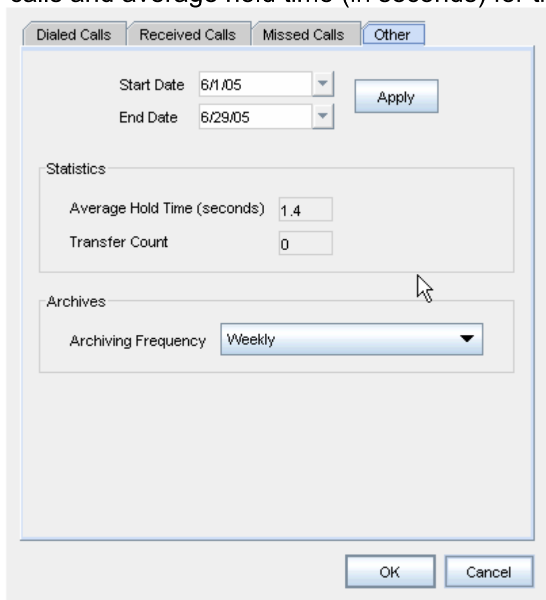
To see missed calls click on the MISSED CALLS tab. Records contain the following information for the time period you choose:

- The name of the missed call for internal numbers (where available from the company directory)
- The telephone number for external numbers, or the internal number when no name is available
- The time of the call



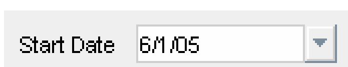
Other

Transfer Count & Average Hold Time
To see the number of transfers and the average hold time click the OTHER tab. You will be shown the number of calls and average hold time (in seconds) for the selected time period.

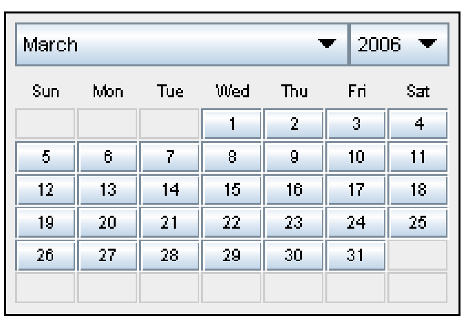


Changing the observed time period
To change the Observed Time for any of the Call History Records use the following steps:

1. Click the drop down arrow next to start date.



2. Select the required start date from the calendar.



3. Set the end date using the same steps
4. Press the **APPLY** button.

Options Button

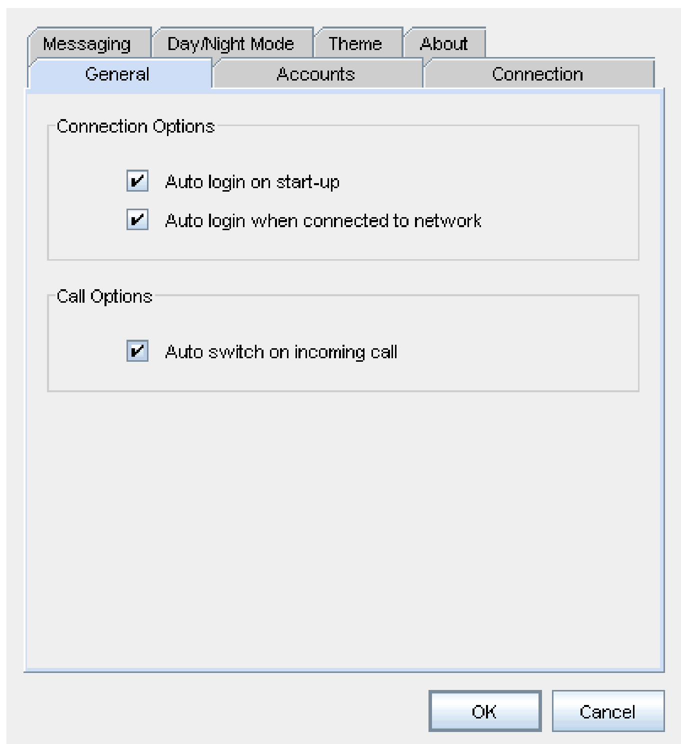
Displays the **OPTIONS** dialog box where you can change configuration settings and user preferences. The Options dialog box is used to configure user/service provider settings and preferences. It is available on both the login and main interface screens. The dialog box displays the following categories:

- General
- Accounts
- Connection
- Messaging *
- Day/Night Mode*
- Theme
- About

(*) - Accessible only through login interface screen:

General

The General tab contains miscellaneous features that improve the usability of Reception Console.



Connection Options

√ Auto login on start-up: Checking the 'Auto login on start-up' option enables Reception Console to automatically login on the startup of the application.

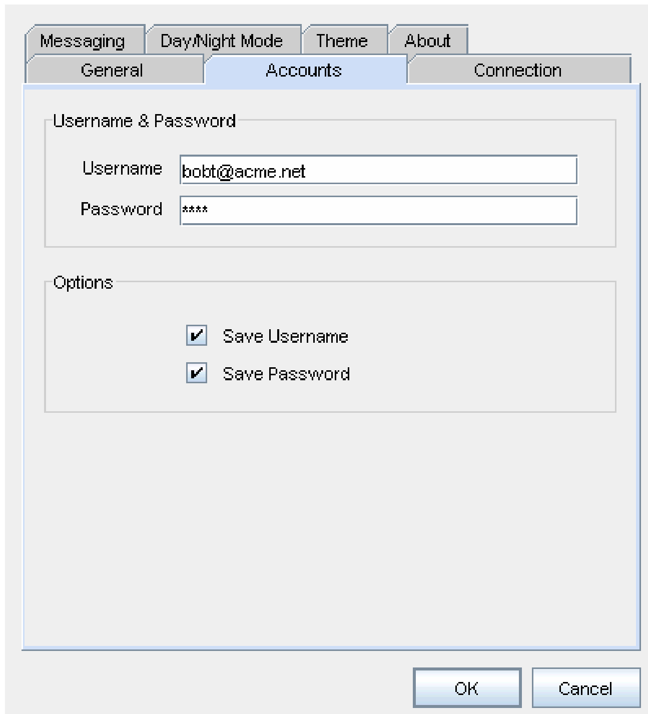
√ Auto login when connected to network: Checking the 'Auto login when connected to network' option enables Reception Console to automatically connect and login to the server when it detects a network connection.

Call Options

√ Auto switch on incoming call: Checking the 'Auto switch on incoming call' option enables Reception Console to automatically take window focus over other applications when an new incoming call is received.

Accounts

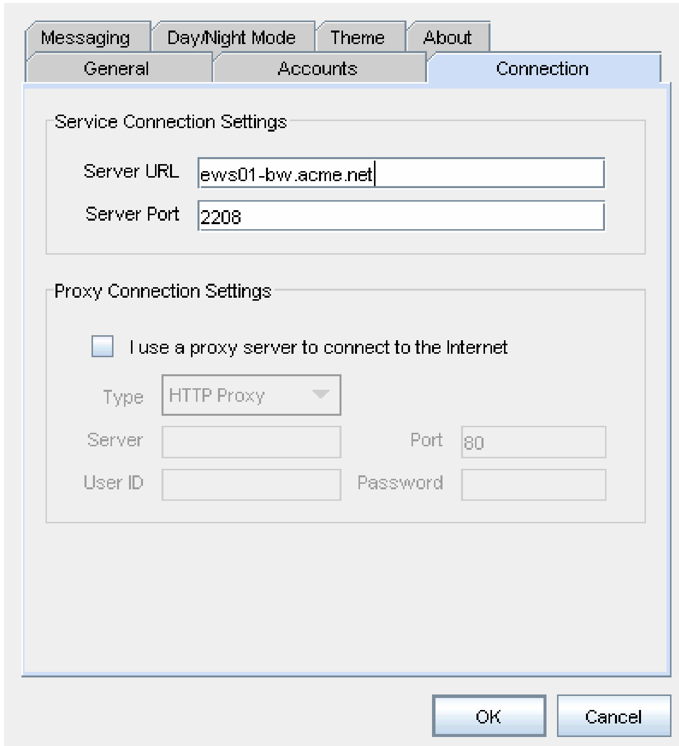
Configure the security credentials required to access your service provider.



Account Information	Description	Use
Username	Username for user account.	Service provider provisioned username.
Password	Password for user acount.	Service provider provisioned password for corresponding username.
Save Username	Option to save username on your local machine.	Convenient feature to save typing username each time you log in.
Save Password	Option to save encrypted password on your local machine.	Convenient feature to save typing username each time you log in.

Connection

Configure the connection information required to connect to your service provider.



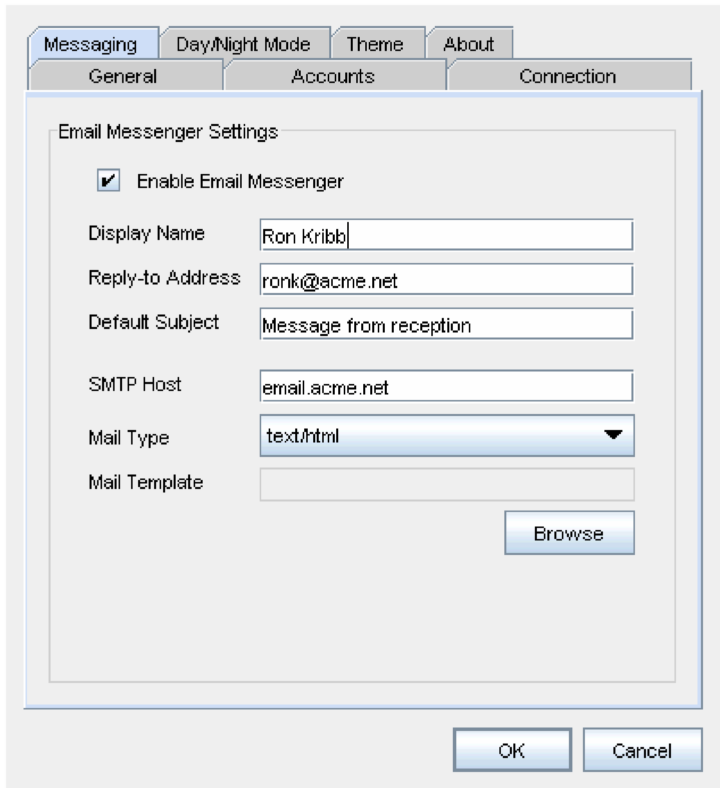
Connection Information	Description	Use
Server Hostname/IP	Hostname/IP Address for service.	Compulsory. Obtain from service provider.
Server Port	Port number for service.	Compulsory. Obtain from service provider.

Silent Update Check Proxy	Description	Use
Type	Proxy Server Type	Compulsory
Server	Proxy Server URL	Compulsory. Obtain from Network Admin
Port	Proxy Server connection port number	Compulsory. Obtain from Network Admin
User ID	Authentication user id	Required if user authentication is required by the proxy server
Password	Authentication password	Required if user authentication is required by the proxy server
Realm	Name of the final authenticating server	Required if user authentication is required by the proxy server

Messaging

This tab is available only through the login interface screen. Configure email service settings and messaging preferences.

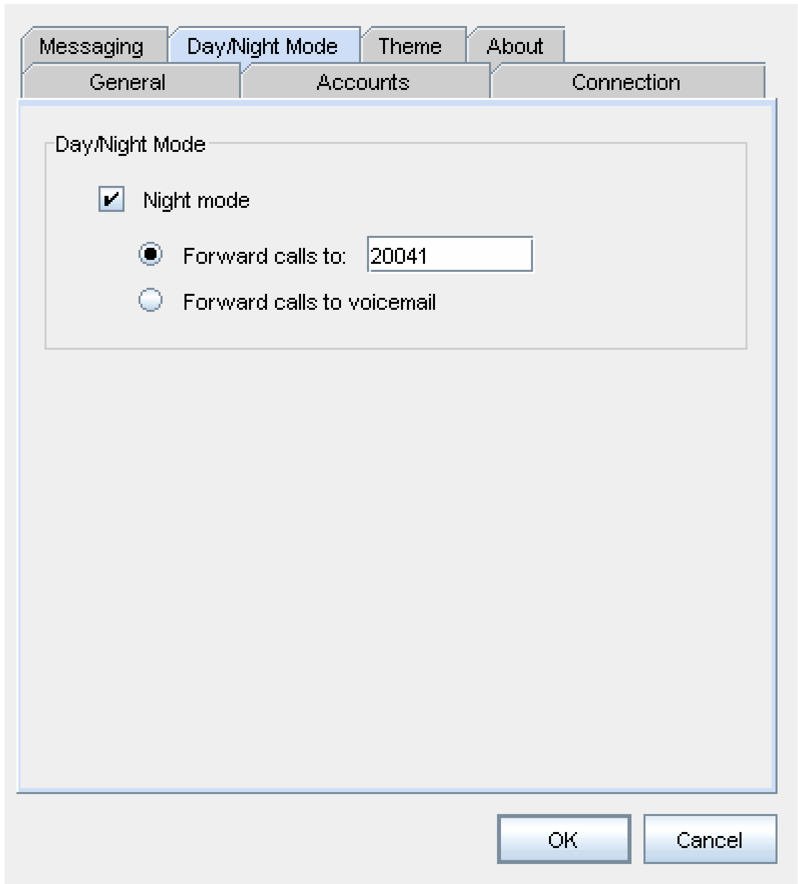
1. To be able to send email messages to contacts listed in your directory, it is necessary that you have selected the **ENABLE MESSAGING** option on this tab.
2. The section below **ENABLE MESSAGING** configures your email settings and is available only when the option is selected.



Messaging Information	Description	Use
ENABLE MESSAGING	Allow/disallow messaging as a contact option on the call options panel.	Compulsory if to have messaging available.
DISPLAY NAME	Name displayed as the sender of the message.	Service provider assigned username. Compulsory.
REPLY-TO ADDRESS	Mailbox address where messages in reply are to be delivered.	Service provider assigned corresponding password for username. Compulsory.
DEFAULT SUBJECT	Option to define a default subject to save typing it in each message.	Convenience.
SMTP HOST	SMTP mail server host addresss.	Compulsory.
MESSAGE CONTENT FORMAT	Option to select formatting of message content. By default messages will be sent as plain-text.	Compulsory.
MAIL TEMPLATE	Allows to choose a mail template to aid formatting of message sent.	Convenience.

Day/Night Mode

The Day/Night Mode tab configures day/night mode call settings. This is useful to turn on at the end of your work day when you want to forward calls onto another number or to your voicemail. This tab is only configurable once you have logged in.



√ Night Mode: Checking the 'Night Mode' option turns night mode on and off.

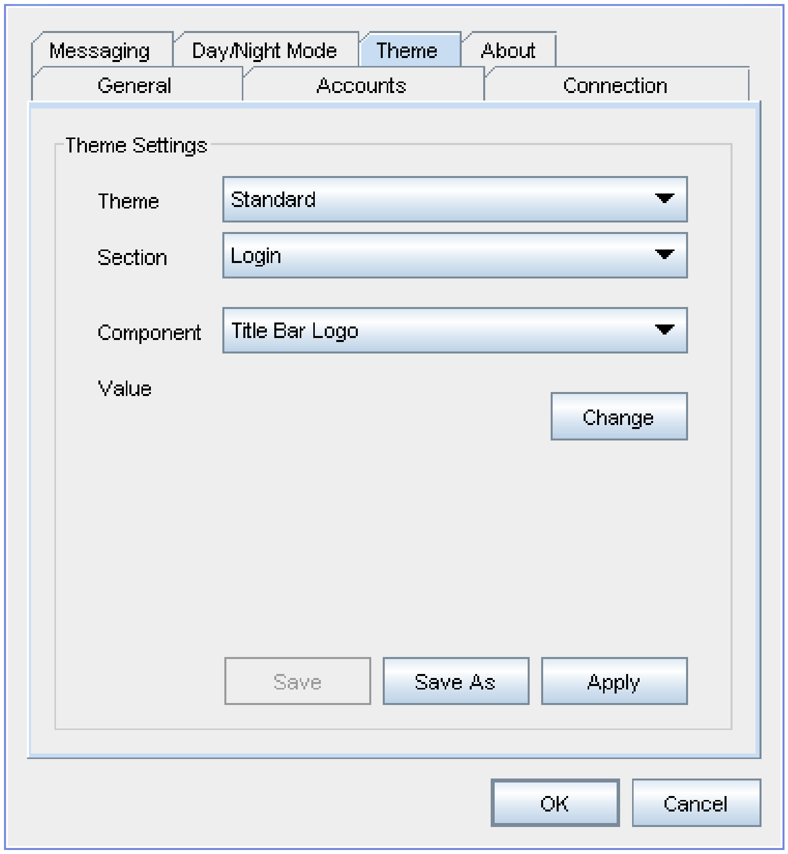
√ Forward calls to: Choosing this option forwards incoming calls to the specified phone number. All calls to your extension will be directly forwarded to this number.

√ Forward calls to voicemail: Choosing this option forwards incoming calls to your voicemail. All calls to your extension will be directly forwarded to your voicemail. Your voicemail must be setup properly in order for this to work.

Themes

Click on the THEMES tab to modify the look and feel of Wanetics TelPacks Reception Console. The configuration of the look and feel of Wanetics Reception Console is categorized as follows:

- Theme file (load/save theme file settings)
- User Interface Section (grouping of screen components)
- User Interface Components (screen elements modifiable within that section)
- Modifying Theme Components



File Settings

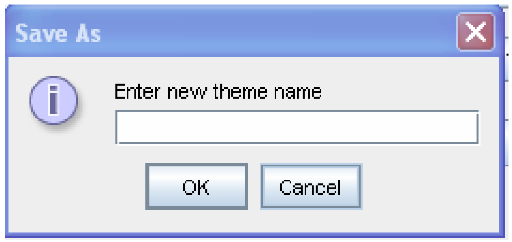
The theme refers to how the interface appears, which includes the colors in which the various panels, buttons, logos and text are displayed, the size of each component and the manner in which they are displayed in terms of spacing and size. A default theme such as "standard.thm" is used for the visual display of Wanetics Reception Console and this theme is automatically loaded when the application is turned on.

If you as a user wish to apply a different theme to the application:

1. Select a theme from the **THEME** drop down menu.
2. Click on **APPLY** at the bottom right of the Options/Theme dialog box.
3. The settings of the selected theme will take affect.

Saving Theme File Settings

1. You may create a new theme file by clicking on "Save As" at the bottom of the Options/Theme dialog box. This will bring up a new dialog box prompting you to enter a name for your new theme file.

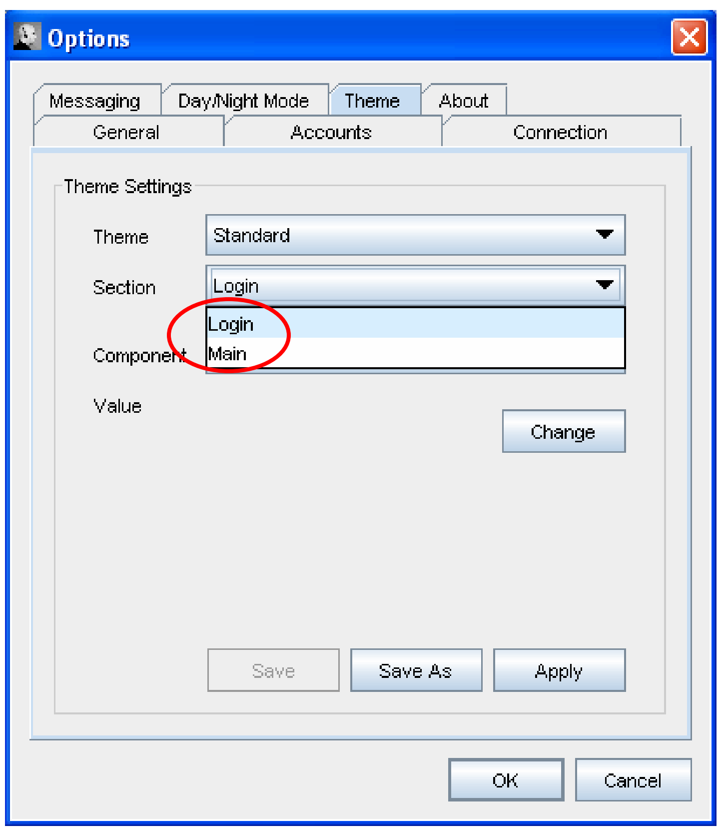


2. After entering the name, click OK, and the theme file will be saved.
3. If you would like to apply this new theme file as your default, select it as explained above.

User Interface Section

Grouping of Screen Components

At present, there are two sections of components available, **Login** and **Main**. Each section comes with a group of components, each of which may be altered in appearance (such as color) to correspond to a theme of display for the user. The sections may be selected from the drop down menu section.



User Components Section

Login

This section has five components that may be altered.

- Log-in Background Image
- Log-in Title Bar Panel Color
- Log-in Title Bar Panel Logo
- Log-in Title Bar Panel Font Color
- Log-in Title Bar Panel Icon Color

Log-in Background Image

Altering this theme element enables you to change the login interface background image. This element can only be modified with a gif or jpeg graphic file which is approximately 786 x 499 pixels wide. The interface will automatically scale graphics that are smaller or larger than needed.

Log-in Title Bar Panel Color

Altering this theme element enables you to change the color of the title bar. This change is also reflected in the main interface title bar (not just the login title bar). The color of the title bar is usually altered in conjunction with a re-branding of the interface with a corporate logo.

Log-in Title Bar Panel Logo

Altering this theme element enables you to re-brand this application with your own logo. The logo should ideally be 40 pixels in height. By default the logo is set to align to the bottom left hand corner of the title bar panel. To change this alignment, simply add white space to the bottom of your logo graphic file. This element can only be modified with a gif or jpeg file. Using a transparent gif will enable you to make your logo independent of the title bar panel color. Other graphic files such as jpegs will need you to amend the Log-in Title Bar Panel Color to a color that matches your logo file background. Changes made to the logo are also reflected in the main interface title bar.

Log-in Title Bar Panel Font Color

Altering this theme element enables you to change the color of text located within the title bar panel. The "logged in as...", time & date stamp text, logout, help, call history and options title text are all modified by modifying the color of this element. This text would ideally be changed to white for darker title bar panel colors or black for lighter title bar panel colors. All you need to do is ensure that the color combination you decide on does not render the text illegible.

Log-in Title Bar Panel Icon Color

Altering this theme element enables you to change the color of the icons located within the title bar panel to black or white. By default this is set to white. The color of the icons can be changed to black for lighter title bar panel colors or white for darker title bar panel colors.

Main

This section has four components that may be altered.

- Switchboard Panel Color
- Contact Directory Panel Color
- Call Options Panel Color
- Call Control Panel Color

Switchboard Panel Color

Altering this theme element enables you to modify the background color of the Switchboard Panel. All other elements within this panel are set to black or white percentage transparencies of this panel color. When modifying this element make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

Contact Directory Panel Color

Altering this theme element enables you to modify the background color of the Contacts Directory Panel. All other elements within this panel are set to black or white percentage transparencies of this panel color. When modifying this element make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

Call Options Panel Color

Altering this theme element enables you to modify the background color of the Call Options Panel. All other elements within this panel are set to black or white percentage transparencies of this panel color. When modifying this element make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

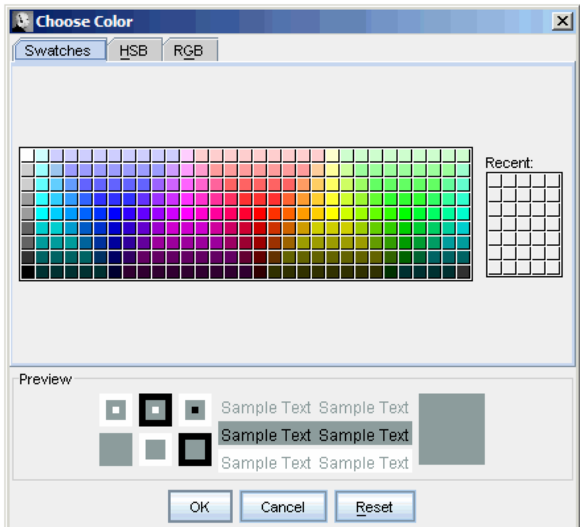
Call Control Panel Color

Altering this theme element enables you to modify the background color of the Call Control Panel. All other elements within this panel are set to black or white percentage transparencies of this panel color. When modifying this element make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

***NOTE**: In order to change the Title Bar Panel Color, make the change in the LOGIN section is automatically reflected in the MAIN interface as well.*

Modifying Theme Components

<u>Color Components</u>
In order to make a change to any component, click on **CHANGE** and make your new selection. When you click on **CHANGE** to change a color component, a dialog box is displayed allowing you to select a color. The only exception to this is the Log-in Title Bar Panel Icon component for which only two alternatives are available, namely black and white.

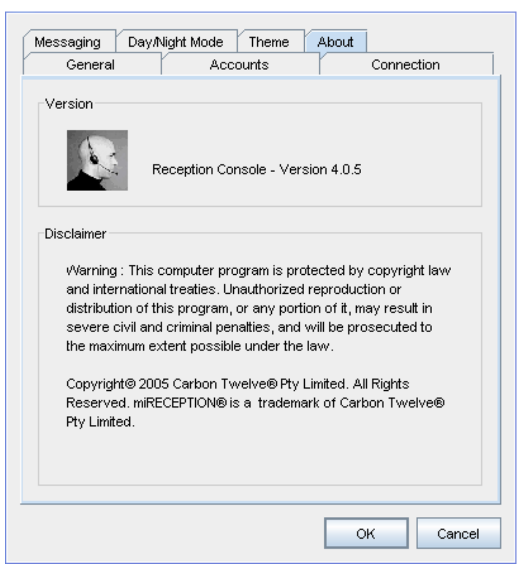


There are three color choice tabs available. Swatches allows you to pick a particular color, HSB allows to change the depth of that color and RGB allows you to further alter that color by changing the percentage of Red, Green and Blue shades.

About

Click on the **ABOUT** tab to find version information and read the general disclaimer for Wanetics TelPacks Reception Console. The information displayed is as follows:

- Reception Console Version
- Reception Console Disclaimer



Help Button

Displays the programs help files in a separate window.

Switchboard Panel

The switchboard panel is located on the second panel of the main interface and has the following components (approximately from left to right in the diagram):

- Link Column
- Line Number
- Call To (Called Party information)
- Extension number dialed by the caller
- Caller ID information (if available)
- Call Status
- Time (Duration of the Call)
- Company Notes & Profile information

Link Call Column

The Link column lets you select the calls to be linked for a Consulted Transfer and 3-Way Conference. You select the calls to link by clicking in the link column cell for the required call record (row).

The appearance of a chain link symbol indicates activation of this option. Clicking again in the cell will toggle link option.

Line Number Column

The Line Number column indicates the virtual line number allocated to the call. The color of the number indicates the Call Status.

Call To (Called Party Information) Column

The Call To column identifies the name of the party being called by the operator. A name will typically be displayed when the operator dials an internal number that is in the Contacts Directory. A number is displayed for calls made to persons not in the Contacts Directory and for most external calls.

Extension Number

The Extension Number column displays the actual number dialed by the operator for internal calls.

Call From (Calling Party Information) Column

The Call From column identifies the person calling the operator. For internal calls this will be the contact name assigned to the extension number in the Contacts Directory, or the extension number itself if no name has been assigned. For external calls the caller's number will be displayed unless the number is blocked (private).

Call Status Column

The Call Status column shows the state of calls on the operator switchboard (phone) and is color coded as following:

- Ringing In (Red) indicates the line is ringing.
  

- Active (Green) indicates the line is presently active and is the call you are dealing with.
  

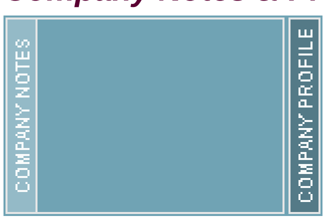
- Held (Blue) indicates the line is on hold.
  

- Ringing Out (Orange) indicates the line is ringing on a remote phone.
  

Time (Call Duration) Column

The Time column displays the duration of the call including the Ring Time, Hold Time and Talk Time.

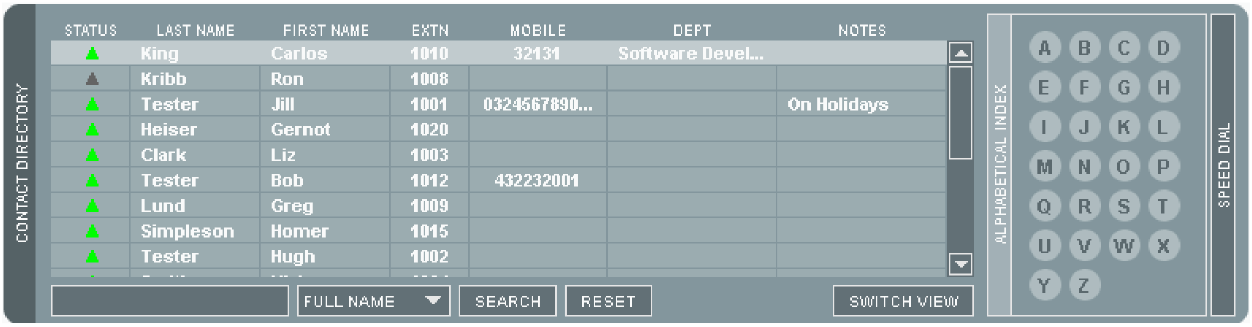
Company Notes & Profile Area



Located next to the Switchboard Panel, the Company Notes and Profile components let the operator modify notes and profile content for a given organization. Operators can modify the content as required. For more information see Company Notes and Company Profile.

Contacts Directory Panel

The contacts directory panel is located as the third panel of the main interface and provides a listing of all contacts available to the operator. The operator is provided the following:



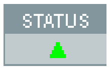
1. Contact details including first name, last name, extension, title and department.
2. Convenient access to contact telephone numbers and voicemail.
3. Ability to dial contacts.
4. Ability to email contacts.
5. Ability to transfer calls to contacts.
6. Ability to maintain and update notes for a contact.
7. Ability to view contact status.
8. Search contacts using a keyword.
9. Order contacts in an ascending or descending order.
10. Filter ordered contacts using alphabetical indexing.

The contacts directory panel has the following components:

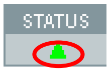
- Status Indication
- Last name
- First name
- Title
- Department
- Extension
- Notes
- Alphabetical Index & Speed Dial Folders
- Text Based Search Field
- Dropdown Filter
- Search Button
- Reset Button
- Switch View Button

When the Wanetics Reception Console interface is resized (full-screen or otherwise) the contact directory is scaled to allow for additional contacts based on your view and screen resolution.

Status Column



The Status column shows the contact's phone on/off hook state. The following colors represent different states:



Green - Contact phone is on-hook (available to receive a call).
Red - Contact phone is off-hook (on a call, busy).
Blue - Contact phone is ringing.
Orange - Contact phone has status set to DND - Do Not Disturb.
Grey/Black/No Icon - Contact phone state is currently unavailable or unknown.

Last name Column

The Last name column displays the contact's Last name as provisioned by the service provider. Only the Group/System Administrator may change this information.

First name Column

The First name column displays the contact's First name as provisioned by the service provider. Only the Group/System Administrator may change this information.

Extension Column

The Extension column represents the contact's provisioned extension number as entered in the service provider directory. Only the Group or System Administrator may modify this information.

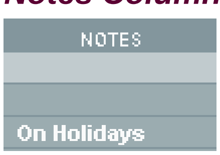
Mobile Column

The Mobile column shows the contact's provisioned mobile number as provisioned by the service provider. Only the Group/System Administrator may change this information.

Department Column

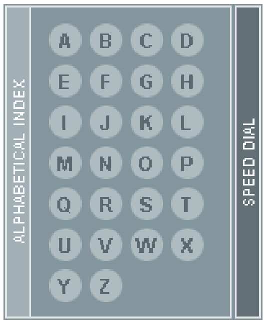
The Department column displays the contact's corporate department or section as provisioned by the service provider. Only the Group/System Administrator may change this information.

Notes Column



The notes field allows the operator to modify Notes that are specific to a contact. The note is retained for subsequent application sessions.

Alpha-Index & Speed Dials Area

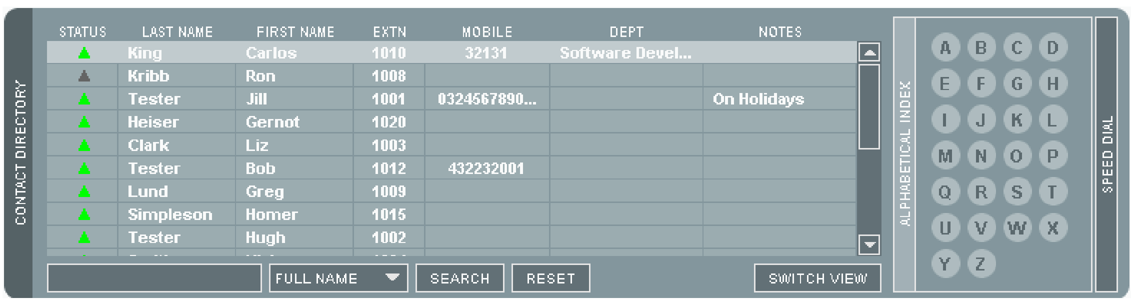


This section provides you the ability to Alphabetically Search/Filter the Contacts Directory or to use Speed Dials.

Switch Views Button

Wanetics Reception Console supports the display of contacts to be arranged in two views: a **DETAILED** and a **LIST** view. Clicking this button toggles between the two views.

Detailed View



List View

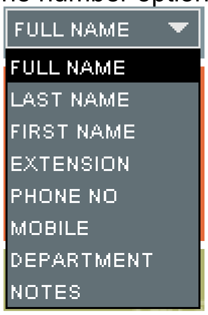
Searching the Contacts Directory

Keyword Search

The keyword search feature is located below the Contacts Directory list area.
To undertake a keyword search perform the following steps:

1. Click inside the Text Search area of the Contacts Directory.

2. Enter a keyword (or part thereof).

3. Select a search criteria filter from the Search Criteria Filter Drop Down area section of the Contacts Directory. Available criteria filters are Full Name - a combination of the first and last name (default), Last_Name, First Name, Extension, Phone No, Mobile, Department or Notes. The Phone number option will search for a matching contact's extension number or mobile number. 

4. Press the Search 

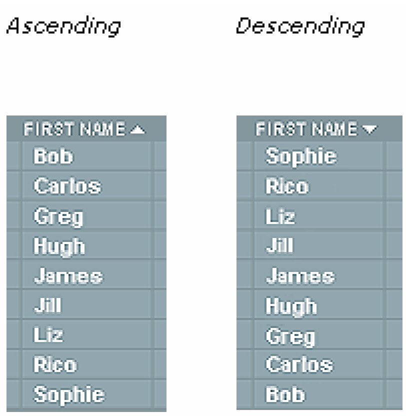
button.

5. Press the Reset 

button to remove the effects of previous Searches and Filters.

Wanetics Reception Console returns filters to the contacts matching the search criteria in the Contacts Directory.

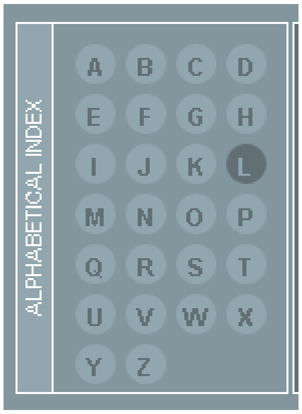
Column Search



To undertake a column search use the following steps:

1. Click the top of a column in the Contacts Directory to order the contacts in an ascending order for that column. Words are ordered alphabetically, numbers are ordered numerically.
2. Click the column again to order the contacts in a descending order.

Alpha-Index Searching



To perform an alpha-index search, use the following steps:

1. Press the starting letter of the contact's name (or title or department in the case of sorting by those columns respectively). For example, to display all contacts with a first name beginning with 'W' click 'W' on the alphabetic index.
2. This results in the following filtered search:

Call Options Panel

The Call Options panel is located as the fourth panel of the main interface. It has the following components:

- Contact's Extension
- Contact's Mobile
- Contact's Voice Mail
- Contact's Email (Messenger)
- Other Dialpad

When the Wanetics Reception Console interface is resized (full-screen or otherwise) the Call Options panel size will remain unchanged. This allows for the Contacts Directory panel to display a maximum number of contacts.

Contact's Extension

This button allows you to Transfer a Call or Make a Call to a selected contact's extension. If this icon is dull in appearance the contact does not have an extension number associated with their name on the Contacts Directory. Only the Group/System Administrator can modify this number.

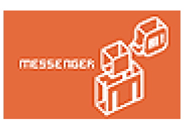
Contact's Mobile

This button allows you to Transfer a Call or Make a Call to a selected contact's mobile phone. If this icon is dull in appearance the contact does not have a mobile number associated with their name on the company database. Only the Group/System Administrator can modify this number.

Contact's Voicemail

This button allows you to Transfer a Call to a selected contact's voicemail. If this icon is dull in appearance, the contact does not have voicemail configured. Only the Group/System Administrator can modify this number.

Contact's Messenger



The Messenger button allows you to Send Messages via e-mail to a contact listed in your Contact Directory. If this icon is dull in appearance, the contact does not have an email address configured on the company database or has not selected to enable Messaging. Only the Group/System Administrator can modify this setting.

Other (Transfer/Dial)

The Other button displays a dialpad used to enter an ad-hoc number. This feature allows you to Transfer a Call or Make a Call to another number. This icon is always enabled.

Call Control Panel

The Call Control Buttons are used to execute call actions. The panel contains the following areas:

- Dial
- Hold the Call
- Transfer
- Conference
- End (Disconnect) the Call

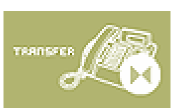
Dial

The Dial button is used to start the dialing process to the number you have selected. You Make a Call To a Contact when a contact is highlighted, Make A Call To Another Number when the dial pad has been used and Make A Call Via Speed Dials when speed dials have been used. This button is dulled when this action is not an option.

Hold Calls

Clicking on the Hold button allows you to place an Active Call on Hold. For more information see Placing a Call On Hold.

Transfer

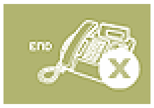


The Transfer button also serves as the Camp-On button depending on the current context of a given call scenario. Note the following dynamic changes to the button based on the call context:

3-Way Conference

Pressing the Conference button allows you to participate in 3-Way conference calls. This button is dulled when this action is not an option. Starting a Conference Call is possible whilst two calls, both or either, are active, held or Ringing (out); or at most one of them is in a Ringing (In) state.

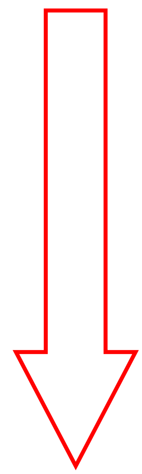
End



Clicking this button disconnects the selected switchboard call.

Managing Calls

Call Flow



You manage calls using a combination of the panels in a top to bottom workflow style. You should be able to distribute calls typically using this workflow for most of the activities below:

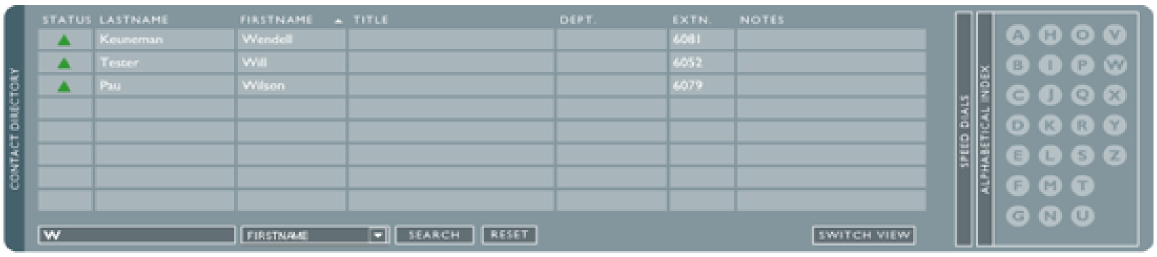
- Calling a Contact
- Calling a Random Number
- Using Speed Dials
- Answering A Call
- Hold
- Ending A Call
- Blind Transfer
- Consulted Transfer
- Voicemail Transfer
- Camp On
- 3-Way Conference Calls

Calling a Contact

To make a call to a contact use the following steps:

1. **FIND** the **CONTACT** you wish to call by searching the Contacts Directory.

2. Select the contact by clicking on the Contact in the directory.



3. Select the Call Option you wish to use for this contact. These are found in the Call Options Panel and include the extension, mobile or voicemail. In most cases, a call option (usually the contact's extension) will be selected by default. To change the selected call option, simply click another option once. Unavailable options are dull in appearance.

4. Select the Dial button from the Call Control Panel.

5. The called party phone will ring and the call will appear on the switchboard panel as 'Ringing (Out)'.

6. When the call is answered by the destination number the call will be connected and you will be talking to the contact at that number.

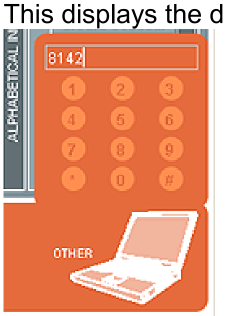
7. Alternatively you can double click a contact to dial their default call option (automatically selects extension, mobile, and voicemail in order of availability).

Calling a Random Number

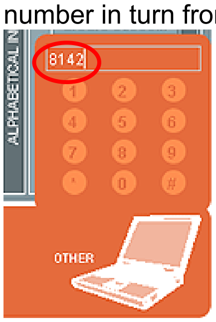
To make a call to an ad-hoc number (e.g. a person not listed in your Contacts Directory) perform the following steps:

1. Select the Other button in the Call Options Panel.

2. This displays the dial pad.



3. Enter the number you wish to call by either typing the number on the keyboard or selecting each number in turn from the dial pad using your mouse.



4. Select the Dial button from the Call Control Panel.

5. The called party phone will ring and the call will appear on the switchboard panel as Ringing (Out).

6. When the call is answered by the destination number the call will be connected and you will be talking to the contact at that number.

Using Speed Dials

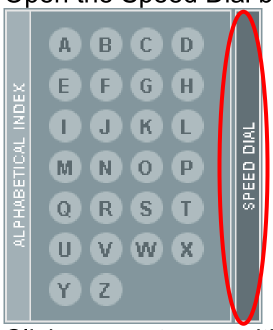
This chapter covers the following topics:

- Adding Speed Dials.
- Editing Speed Dials.
- Clearing Speed Dials.

Adding Speed Dials

To add a speed dial use the following steps:

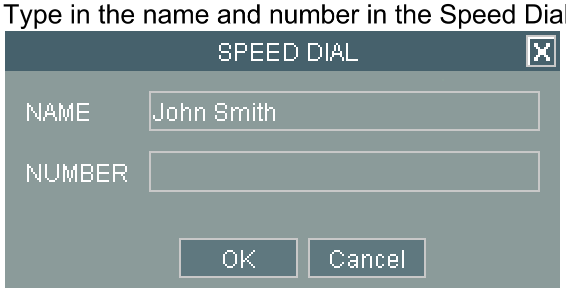
1. Open the Speed Dial box by clicking the slider entitled Speed Dials.



2. Click an empty row within that area.

3. Click the EDIT button in the bottom left of the Speed Dial area.

4. Type in the name and number in the Speed Dials Edit dialog that appears.

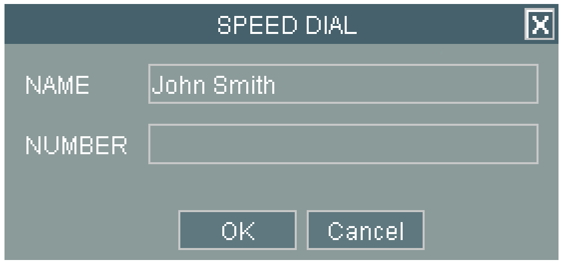


5. Save the settings by clicking the **OK** button.

Editing Speed Dials

To edit a speed dial use the following steps:

1. Follow the steps 1-3 above for adding a Speed Dial. An input box will appear on where the speed dial information can be edited.



2. Change the speed dial settings and save by clicking the **OK** button.

Clearing Speed Dials

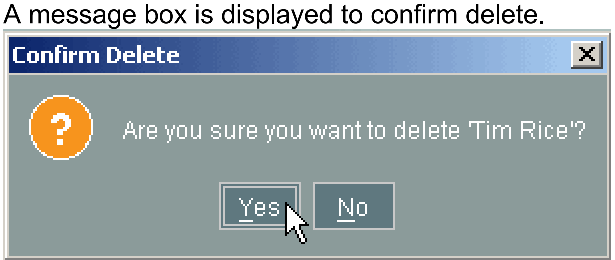
To clear a speed dial use the following steps:

1. Open the Speed Dial box by clicking the panel that says Speed Dials.

2. Click on the name of the speed dial to be cleared.

3. Click the Clear button in the bottom right of the Speed Dial box.

4. A message box is displayed to confirm delete.



5. Clicking **YES** will delete the speed dial entry.

Answering a Call

To answer a call, perform the following steps. Note that you must have a phone from the supported phones list, otherwise undesirable behavior may occur. Contact your service provider for further information:

1. Double click the incoming call record (row) on the Switchboard Panel.
   Ringing (In)

2. Wanetics Reception Console will then indicate the new Call Status and then you may proceed to perform Call Control activities such as transferring a call, placing a call on hold and ending a call.
   Active

Hold

To place a call on hold, use the following steps:

1. Click the Hold button from the Call Control Panel.
   

2. This will place the active call in the Switchboard Panel on hold, and changes the Call Status from Active to On Hold (00:02).
   This is useful when you need to perform other procedures such as Consulted Transfer or when locating people. The Calling Party is muted during this operation, and will hear the Music on Hold.

Un-Holding Calls

To remove a call from hold, use the following steps:

1. Select the call you wish to remove from being on hold from the Switchboard Panel.

2. Press the 'UNHOLD' button available on the call control panel.
   

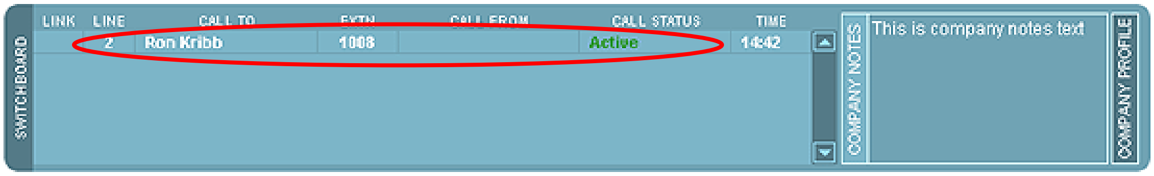
   The call will become active and the Call Status in the Switchboard Panel will change from On Hold (00:02) to Active.

3. Alternatively double click the held call in the switchboard panel.

Ending a Call

To end a call use, the following steps:

1. Select the call you wish to end from the Switchboard Panel.



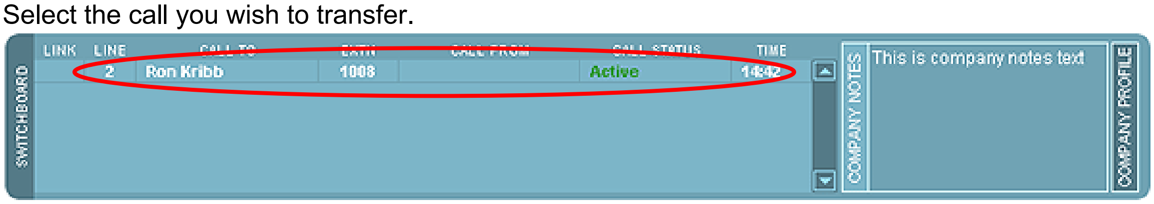
2. Click the End button in the Call Control Panel.

The Calling Party will be disconnected when the End button is clicked.

Blind Transfer

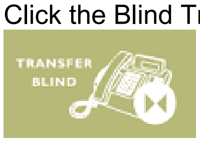
A blind transfer occurs when a call is transferred without an introduction. Calls maybe blind transferred when Active , On Hold (00:02) or Ringing (In) on your phone. In the case where a call is Ringing (In) the blind transfer activity allows the call to be redirected before it is answered. To do a blind transfer use, the following steps:

1. Select the call you wish to transfer.



2. Select the option to which you wish to blind transfer the call. This number maybe the call option for a contact from the Contacts Directory, a Speed Dial or another number of your choice using the other dial pad.

3. Click the Blind Transfer button highlighted in the Call Control Panel.



The call is now transferred and will be removed from the Switchboard Panel.

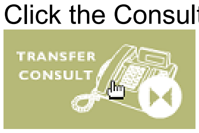
Consulted Transfer

A consulted transfer allows the operator to announce or introduce the call to the Called Party. A call may be transfer consulted whilst Active, On Hold (00:02) or Ringing (Out). To do a consulted transfer, perform the following steps:

1. Link the 2 calls to be transferred together by clicking in the link column in the Switchboard Panel. You need to do this for both calls, thereby identifying the calls being linked.

2. Click the Consulted Transfer button highlighted in the Call Control Panel.

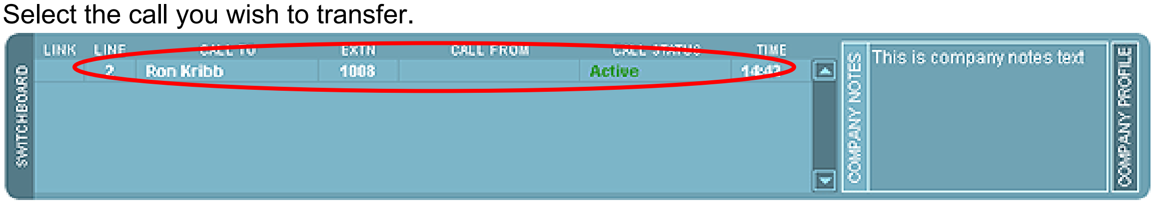
   

   The calls are now transferred and will now be removed from the Switchboard Panel.

Voicemail Transfer

A blind transfer occurs when a call is transferred without an introduction. Calls maybe voicemail transferred when Active, On Hold (00:02) or Ringing (In) on your phone. In the case where a call is Ringing (In) the voicemail transfer activity allows the call to be redirected before it is answered. To do a voicemail transfer use, the following steps:

1. Select the call you wish to transfer.

2. Select the voicemail option to transfer the call. This number maybe the call option for a contact from the Contacts Directory, a Speed Dial or another number of your choice using the Other dial pad.

3. Click the Voicemail Transfer button highlighted in the Call Control Panel.

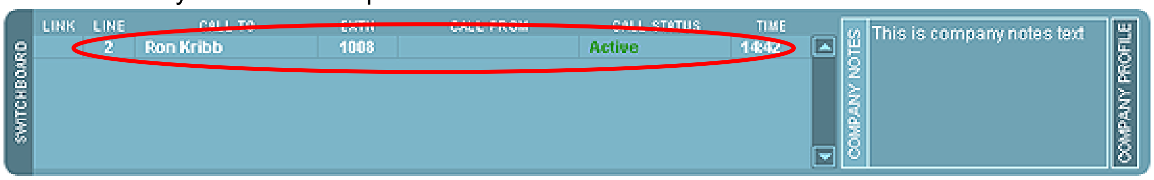
   

   The call is now transferred and will be removed from the Switchboard Panel.

Camp On

The Camp On feature allows the operator to hold and automatically transfer a call to a contact when he/she is available to take the call. Camping a call to a contact can only occur if the call is Active, On Hold (00:02) or Ringing (In); and if the destination contact status is either **'On the Phone'** or **'Call Incoming'**. To camp a call, perform the following steps:

1. Select the call you wish to camp.



2. Select the contact at whose number you wish to camp the call.

3. Select the 'Extn' call option.

4. Click the 'Camp On' button highlighted in the Call Control Panel.

The call is now camped at the contact's extension and will show 'Camped' status against the call in the Switchboard Panel. The Calling Party is muted while camped, and will hear the Music on Hold. Once the contact is ready to take the call (contact status becomes 'Online'), the call is automatically transferred and will be removed from the Switchboard Panel.

3-Way Conference

Pressing the Conference button allows you to participate in 3-Way conference calls. This button is dulled when this action is not an option. Starting a 3-Way Conference Call is possible whilst two calls, both or either, are Active, On Hold (00:02) or Ringing (Out); or at most one of them is in a Ringing (In) state. To create a 3-Way Conference, do the following Steps:

1. Link the 2 calls to be transferred together by clicking in the link column in the Switchboard Panel. You need to do this for both calls, thereby identifying the calls being linked.

2. Press the Conference button.

The Call Control Panel will change to look like the one below

Starting a 3-Way Conference Call

To start a conference:

1. Link the two parties you wish to conduct a conference with from the switchboard.

2. The "Conference" button should light up; click it to begin the conference.

Notice that both calls become Active, which is not possible in any other state.

Holding a Conference Call

To hold an active conference:

1. Click the HOLD button in the call control panel.

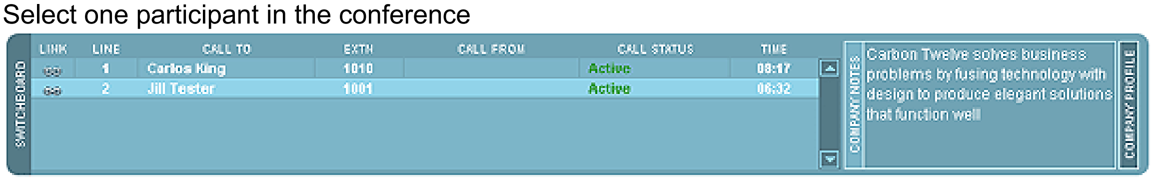
Both call states change to On Hold (00:02) when this button is pressed.

2. To re-active the conference, click the un-hold button.

Transferring a Conference Call

To transfer a conference to another party:

1. Select one participant in the conference



2. Select the destination party from the contacts panel, enter the target number in the dial pad, or select a number from the speed-dial list.

3. Click the "TRANSFER CONFERENCE" button in the call control panel.

Ending a Conference Call

To end a conference call:

1. Click the "END" button in the call control panel.

The calls are then removed from the switchboard and terminated.

Keeping Notes

Wanetics Reception Console incorporates three areas where the operator can retain different types of notes. These are:

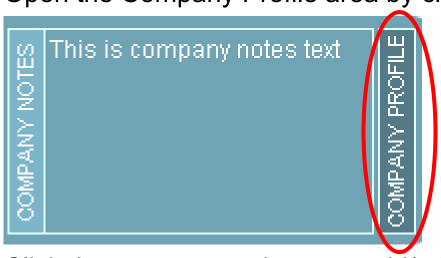
- Company Profile
- Company Notes
- Contact Notes (Detail View)

NOTE: *Once Notes are typed in any of the Reception Console note fields, they are automatically saved.*

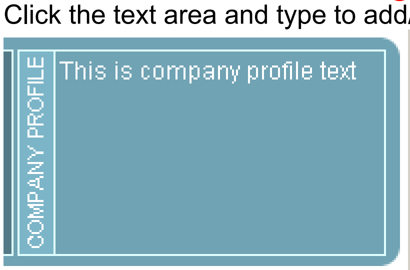
Company Profile

The Company Profile area is located on the right hand side of the Switchboard Panel. To modify content in the Company Notes area perform the following steps:

1. Open the Company Profile area by clicking on the slider.



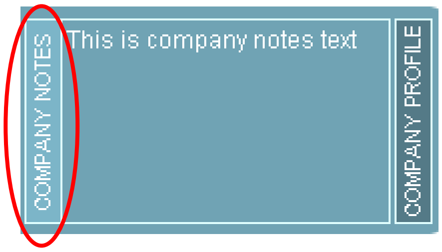
2. Click the text area and type to add/edit/delete content.



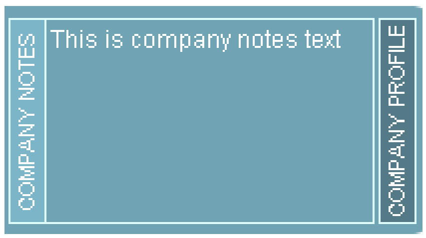
Company Notes

The Company Notes area is located on the right hand side of the Switchboard Panel. To modify content in the Company Notes area, use the following steps:

1. Open the Company Notes area by clicking on the slider.



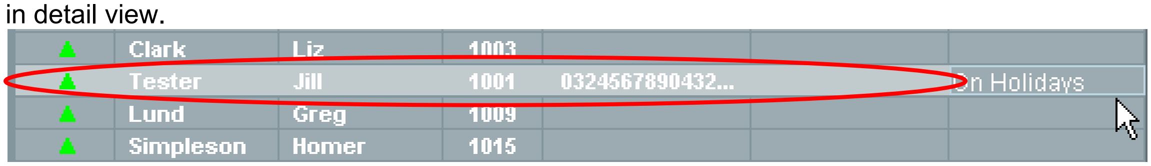
2. Click the text area and type to add/edit/delete content.



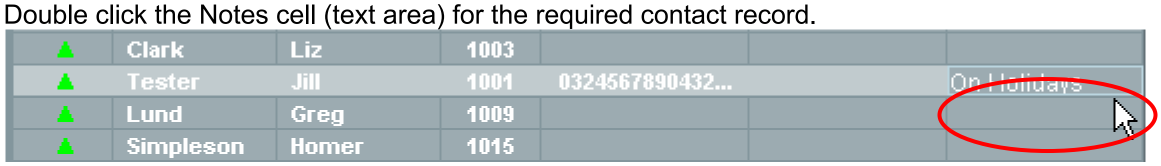
Contact Notes

To retain notes specific to an individual contact perform the following steps:

1. Select the contact record (row) you want to leave a note beside from the Contact Directory whilst in detail view.



2. Double click the Notes cell (text area) for the required contact record.



3. Type the notes you wish to store.